Achievements in Knowledge-based Administration and Future Directions for Korea

Nam – Joon Chung
Assistant Minister, MOGAHA
Republic of Korea
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Introduction
Introduction

To enhance trust in gov’t in knowledge-based society

- KM is at the forefront of the Korean government innovation

The Beginning & Progress

- ‘Silhak’, or the school of practical learning in 17&18 centuries
  - ‘Sil-sa-gu-si’, or ‘quest for truth, based on facts’
- Introduction of KM to the Korean government in 1998
- Development under the Roh Administration since 2003

“The failure to implement knowledge management can only result in a second class country and third class administration.”

Ministry of Government Administration and Home Affairs
### Introduction

Shift from KM to “Knowledge-based Administration”

<table>
<thead>
<tr>
<th>Focus</th>
<th>Knowledge Management</th>
<th>Knowledge-based Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>management of knowledge resources</td>
<td>administrative processes based on knowledge</td>
</tr>
<tr>
<td>Purpose</td>
<td>digitalization and systemization</td>
<td>policy and service quality enhancement</td>
</tr>
<tr>
<td>Connection to agency’s goal</td>
<td>not directly connected</td>
<td>directly connected to goals and operations of the agency</td>
</tr>
</tbody>
</table>

an active and integrated concept for enhancing quality of policies and service through knowledge-based administrative processes

Ministry of Government Administration and Home Affairs
Achievements
Achievements

Knowledge-based Administration & Government Innovation

- **Efficiency**: “Better and faster services”
  - Incheon Int’l Airport: the Best Airport Worldwide in ’05 & ’06

- **Transparency**: “More communication between people and gov’t”
  - ‘Online Citizen Participation Portal’ (http://www.epeople.go.kr)
  - ‘The Official Information Disclosure Act’

* Web 2.0 (two-way communication) Participation & Sharing
Achievements

Progress Report on Knowledge-based Administration

Number of organizations implementing KMS
- 96 (47 central gov’ts & 49 local gov’ts, as of April ’07)

Number of Central gov’t agencies by development stage

<table>
<thead>
<tr>
<th></th>
<th>Preparation</th>
<th>Stage 1 (Implementation)</th>
<th>Stage 2 (Adaptation)</th>
<th>Stage 3 (Activation)</th>
<th>Stage 4 (Maturity)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>KMS not implemented</td>
<td>KM recognized</td>
<td>knowledge sharing culture formulated</td>
<td>increased usage of knowledge</td>
<td>knowledge exchange with outside</td>
</tr>
<tr>
<td></td>
<td>KM manager appointed</td>
<td>9 (19%)</td>
<td>19 (39%)</td>
<td>12 (25%)</td>
<td></td>
</tr>
<tr>
<td>’05</td>
<td>8 (17%)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>’06</td>
<td>-</td>
<td>2 (4%)</td>
<td>20 (42%)</td>
<td>15 (31%)</td>
<td>11 (23%)</td>
</tr>
</tbody>
</table>
Best Practices
1. **On-nara BPS**

- **On-nara BPS (Business Processing System)**
  - Transforming work processing methods from “a person-centered” to “system & knowledge-centered”
    - Standardization & systemization of the entire policy processes
    - Document processing to be recorded into knowledge

- **Integrated government knowledge management system**
  - Enabling inter-government knowledge sharing and discussion
    - Connecting KMS and On-nara BPS of each agency and various administrative sites (to be open in Dec. ’07)
    - Real-time accumulation of core business knowledge
1. On-nara BPS

Link between On-nara BPS and Major Systems

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2. **TQM and Edu-ship**

- **TQM of Public Policies**
  - A full launch of a policy quality system based on TQM method (’05)
    - Preventing policy failure and enhancing policy effect
  - Utilizing a checklist called a Self-Assessment/Review (SAR)

- **Edu-ship (Ministry of Maritime Affairs and Fisheries)**
  - A discussion CoP reflecting the image of MOMAF
  - 58 Edu-ships & 3,571 participants
  - According to performances, mileage, disembarked or sunk
  - 117 reports among 510 were reflected into actual operations (’06)
3. Other Practices

Korean Intellectual Property Organization (KIPO)
- Active exchange of knowledge with the outside
  - Cooperating with largest private portal sites to disseminate patented knowledge (increasing users by six-fold)
  - Training scientists to help utilize patented knowledge
    * 7,000 people benefited from the 30 training programs

City-District knowledge network on Busan Metropolitan City
- Establishing “City-District integrated knowledge network”
  - Sharing knowledge among 15,000 civil servants in 16 districts
  - The gap between municipal and district offices is narrowing
Outstanding Challenges
Outstanding Challenges

Knowledge-based Administration and Government Trust

- “The more interaction, the stronger trust in government”
- Korea’s efforts towards international knowledge exchange
  - ‘World Knowledge Forum’ by the Maeil Business newspaper
  - ‘The Global Forum on Reinventing Government’ (’05, ’07)

Suggestion: “Global CoP for KM Cooperation”

- Sharing KM experiences of each country
  - Online network, annual conference, etc.
“Knowledge grows only with sharing and can be a fundamental base for the creation of new knowledge.”

Thank you!